

Position Description

TITLE OF POSITION:	DIRECT SERVICES MANAGER
POSITION TYPE:	FULL-TIME
TEAM:	SERVICES TEAM
REPORTS TO:	INTERIM MANAGER – PRACTICE AND PROGRAM
LOCATION:	MELBOURNE CBD
DATE ESTABLISHED:	AUGUST 2019

ABOUT NO TO VIOLENCE
<p>No to Violence (NTV) is the largest peak body for organisations and individuals working with men to end family violence in Australia. We also provide telephone counselling, information and referrals for men in Victoria, New South Wales and Tasmania. We are a pro-feminist organisation and we acknowledge the gendered nature of family violence. The safety of women and children is central to what we do, and their voices must be heard. We have established standards of practice for professionals and continuously ensure workers in this field have the right skills. We have been supporting callers for over 25 years and as a result of this, we are the “go to” organisation in this field.</p>

PURPOSE OF THE POSITION
<p>The Direct Services Manager carries responsibility for all aspects of the Men’s Referral Service including delivery of NTV contracted phone and court-based services. The Manager will ensure quality practice in all aspects of the service by having oversight and implementation responsibilities of the Clinical Governance Framework. The role involves building and developing a workforce that integrates single session counselling, risk and safety assessments and referral work required when working with men who use family violence. This position will include high level stakeholder engagement and contract management for the phone room that undertakes incoming and outbound calls across three jurisdictions, and several externally placed court respondent workers. The Manager will represent the services department of NTV both internally and externally.</p>

KEY RESULT AREAS	
KEY AREA:	KEY ROLES & RESPONSIBILITIES
<p><i>Practice Leadership/Clinical Governance</i></p>	<ul style="list-style-type: none"> Align with NTV strategic direction to finalise the Services Clinical Governance Framework and ensure it is kept up to date. Ensure clinical supervision, practice excellence and quality management processes throughout the telephone room and external court respondent workers are carried out according to the Framework. Provide guidance on these matters to NTV managers group, stakeholders and the Board of Governance. Provide high level advice in terms of practice excellence, guidance and consultation with respect to men’s family violence practice to Male Family Violence Counsellors Continue to build the capacity of Male Family Violence Counsellors and set the tone for practice excellence throughout the sector

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	<ul style="list-style-type: none"> • Assist in the operationalisation of clinical supervision by providing debrief, supervision and training to the Direct Services Team Leads who provide on-going practice supervision to their teams • Work with and continue to build the capacity of NTV clinical supervisors and practitioners to maintain standards of practice for Family Violence services for individuals and families • Promote ways in which the practice expertise in family violence can be disseminated across Male Family Violence Counsellors and Direct Services Team Leads • Establish professional practice and service delivery standards that embed collaborative, family violence approaches to decision making and reflective practice • Provide leadership and guidance across Direct Services Team based on advanced expertise • Set clear strategic direction and lead a range of strategic corporate functions as required for the Family Violence Counsellors
<i>Service and program development (incl. practice manual development)</i>	<ul style="list-style-type: none"> • Lead the review and development of the Practice Manual for the Male Family Violence Counsellors and ensure that the information is continuously checked, updated and maintained • Continuously review, enhance, document and implement policies and service delivery models for Male Family Violence Counsellors to use to ensure a high quality, effective and equitable services. • Ensure practice and service models are developed in line with client feedback and research, sector and organisational progression • Ensure a consistency of practice excellence within the services team • Work with the Strategy team to identify new opportunities for growth • Implement new funding contracts as required • Manage existing contracts, including building and developing relationships with contract managers • Contribute to annual budget planning, and manage resources in accordance with the budget
<i>Policy practice, review, advice and production</i>	<ul style="list-style-type: none"> • Develop and implement complex and detailed evidence-based policy advice and practice frameworks, including comprehensive practice resources and support to enable capacity building within the Direct Services Team • Establish and maintain relationships with internal and external stakeholders to ensure consistency of practice and service delivery
<i>Resourcing, training and professional development/capability development</i>	<ul style="list-style-type: none"> • Ensure recruitment of appropriately qualified Male Family Violence Counsellors to deliver services • Provide supervision as well as professional development for Family Violence Counsellors • Work with the Workforce Development Team and HR to plan, develop and deliver training and professional development in family violence to all Male Family Violence Counsellors and Direct Service Team Leads to ensure that the team remains at the forefront of any new initiatives or ideas. This will enable

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	continuous improvement and capability development.
<i>Policies, procedures and systems</i>	<ul style="list-style-type: none"> • Adhere to, and comply with NTV organisational policies, processes and procedures, using appropriate systems where required • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour • Proactively communicate, identify and report critical incidents, assess OHS related risks and hazards within the organisation.
<i>Quality management and improvement, audit and compliance</i>	<ul style="list-style-type: none"> • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work and that of the Family Violence Counselling Team. Input into quality improvement processes and benchmarking activity within the team • Produce qualitative and quantitative reports for internal and external stakeholders • Contribute to quality audit and assessment processes

SKILLS, KNOWLEDGE AND EXPERIENCE:	
<i>Technical skills (job specific skills)</i>	<ul style="list-style-type: none"> ▪ Trained and experienced in child, parent and family work/therapy for families affected by family violence ▪ A primary focus on human behaviour, family dynamics and/or impacts of trauma arising from family violence and sexual assault ▪ Demonstrated experience, training and skills in clinical supervision ▪ Experience and skill in policy development and implementation ▪ Demonstrated experience in continuous improvement of practices and service delivery leading to practice excellence within men's family violence
<i>Professional Knowledge</i>	<ul style="list-style-type: none"> ▪ A thorough understanding of the family violence sector ▪ Contemporary knowledge of relevant government policy and research in relation to family violence ▪ Sound organisational report, policy and procedure writing skills
<i>Office Skills</i>	<ul style="list-style-type: none"> ▪ Technologically literate ▪ Competent in the use of current Microsoft Office Suite products particularly Outlook, Word, Excel and PowerPoint ▪ Ability to decipher data and create reports to management and other stakeholders on relevant and pertinent data. ▪ Sound knowledge of general office procedures and equipment
<i>General Managerial Abilities</i>	<ul style="list-style-type: none"> ▪ Strong leadership and interpersonal skills, and a demonstrated track record of people management skills ▪ Ability to influence others, with excellent team building, collaboration and partnering skills

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SKILLS, KNOWLEDGE AND EXPERIENCE:	
	<ul style="list-style-type: none"> ▪ Ability to manage and measure work including clearly assigning responsibility for tasks and decisions; setting clear objectives and measures; and monitoring process, progress and results ▪ Provide a focus on innovation management to create a learning and participative environment

Key Selection Criteria:	
	<ul style="list-style-type: none"> • A degree in Psychology, Social Work or a similar welfare or behavioural related degree which includes: <ul style="list-style-type: none"> ○ Significant experience as a family violence practitioner and practice leader including clinical supervision ○ Significant practice knowledge of family violence, perpetrator engagement, trauma impacts on adults and children and sound operational knowledge of the community services sector ○ Demonstrated ability to analyse a range of psychological needs in order to develop, implement and evaluate performance programs for individual staff members ○ Experience in phone and face to face-based service delivery within a counselling framework • Demonstrated ability to develop strategic relationships and build networks within the family violence sector • Proven experience in contributing to annual budget planning, and managing resources in accordance with the budget • Evidence of track record of relevant/equivalent program leadership • Membership or eligibility for registration of one of the following bodies AASW, AHPRA, ACA or PACFA <p>Employment Requirements</p> <ul style="list-style-type: none"> • Must be legally entitled to work in Australia • Must have a current Australian Police Check, international Police Check (where relevant), and Victorian Working with Children Check

PERSONAL ATTRIBUTES:	
	<ul style="list-style-type: none"> • Decisiveness • Relationship building • Drive and commitment • Developing others • Empathy and cultural awareness • Commitment to NTV's values and culture • Ability to observe confidentiality, always use discretion and initiative and work in a professional and ethical manner • Shows initiative • Willingness to undertake training to increase knowledge and skills

ESSENTIAL SKILLS:	
	<p>Leadership:</p> <ul style="list-style-type: none"> • Strong leadership skills and the ability to develop effective working relationships with external clients,

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ESSENTIAL SKILLS:

government departments and staff

Management:

- Proven skills in managing day to day operations in a busy working environment

Integrity:

- Maintains the highest standard of personal conduct in performing all duties

Reliability:

- Can be relied and depended on to get the job done

Accountability:

- A willingness to challenge and be challenged

Commitment:

- A strong client service focus
- Positive and enthusiastic attitude
- Confident with a high degree of motivation

Signature of Job Holder

Date signed